

RESOLUTION 2018-26

COUNTY BOARD OF COMMISSIONERS

Clay County, Minnesota 56560

Motion by Commissioner Gross

Second by Commissioner Campbell

WHEREAS, Benefits to Clay County for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The Clay County Board has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

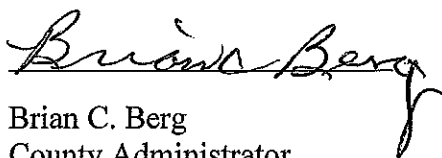
NOW THEREFORE LET IT BE RESOLVED THAT, Clay County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, and posting on the county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, Clay County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.

BY:

ATTEST:


Jenny Mongeau, Chair
Clay County Board of Commissioners


Brian C. Berg
County Administrator

Detail of Voting: Ayes: 5 Nays:0



CLAY COUNTY COURTHOUSE
ATTN: HUMAN RESOURCES
807 11TH STREET NORTH
PO BOX 280
MOORHEAD, MINNESOTA 56560

July 1st, 2018

Minnesota Office of the State Auditor
Attn: Ms. Christy John
525 Park Street
Suite 500
Saint Paul, MN 55103

Ms. John,

Attached is Clay County's Performance Measure Report for 2017 and the resolution to continue the program for 2018. I have attached the requested information as enclosures for each of the performance measures listed. We currently televise all board meetings (at least one per week), which the public has access to at all times through the County website. We also allow citizen input at every County Board meeting.

1. Public Safety: Enclosure 1
2. Probation/Corrections: Enclosure 2
3. Public Works/Highway: Enclosure 3
4. Public Health: Enclosure 4
5. Social Services: Enclosure 5
6. Taxation: Enclosure 6
7. Elections: Enclosure 7
8. Veterans Services: Enclosure 8
9. Recorder: Enclosure 9
10. Library: Enclosure 10
11. Environmental: Enclosure 11
12. Citizens Survey – Enclosure 12
13. 2018 Participation Board Resolution – Enclosure 13

If you have any questions, please contact me at 218.299.7336. Thank You.

Sincerely,

Darren Brooke
HR Director/Assistant County Administrator
Clay County, MN
218.299.7336

Enclosure 1

Sheriff Department - Public Safety - Clay County Only										
Crime	2013		2014		2015		2016		2017	
	2013 Actual Offenses	2013 Cleared by Arrest	2014 Actual Offenses	2014 Cleared by Arrest	2015 Actual Offenses	2015 Cleared by Arrest	2016 Actual Offenses	2016 Cleared by Arrest	2017 Actual Offenses	2017 Cleared by Arrest
Murder	0	0	1	1	0	0	0	0	0	0
Rape	3	2	3	2	0	0	0	0	1	1
Robbery	0	0	0	0	0	0	1	0	0	0
Assault	8	4	3	3	8	6	4	3	6	3
Burglary	23	3	29	2	19	6	27	5	35	5
Larceny	52	6	57	12	49	6	29	3	50	11
Auto Theft	4	2	5	0	13	4	9	1	13	4
Total w/o Arson	90	19	98	20	89	21	70	12	105	24
Total w/ Arson	90	19	99	20	90	22	70	12	105	24
Other Assaults	35	27	29	20	37	25	34	21	43	35
Forgery/Counterfeit	4	3	1	0	0	0	1	0	0	0
Fraud	64	28	66	33	46	23	39	12	45	21
Embezzlement	0	0	0	0	0	0	0	0	0	0
Stolen Property	0	0	2	1	10	5	5	4	2	1
Vandalism	30	3	33	3	17	2	22	2	17	3
Weapons	2	1	0	0	7	6	1	1	2	0
Prostitution	0	0	0	0	0	0	0	0	0	0
Other Sex Offenses	2	2	6	3	1	1	4	2	2	1
Narcotics	16	16	40	37	90	81	30	25	31	27
Gambling	0	0	0	0	0	0	0	0	0	0
Family/Children	12	4	6	1	12	8	12	8	5	5
D.U.I	93	91	118	114	122	117	116	116	86	86
Liquor Laws	23	23	28	27	28	22	9	9	6	6
Drunkenness	0	0	0	0	0	0	0	0	0	0
Disorderly	17	7	16	12	17	9	18	12	16	8
Vagrancy	0	0	0	0	0	0	0	0	0	0
Other	44	28	65	47	282 *	187 *	321 *	279 *	349	263

* 2015 and 2016 using state provided statistics.

Clay County Closed 2013 Adult Felons

		2008		2009		2010		2011		2012		2013	
Recid_6mos													
casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	160	98.2	164	98.2	158	96.3	188	99.5	187	98.4	123	98.4
	Yes	3	1.8	3	1.8	6	3.7	1	.5	3	1.6	2	1.6
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0	125	100.0
Supervised Release	No	81	95.3	81	95.3	80	100.0	79	98.8	91	96.8	74	97.4
	Yes	4	4.7	4	4.7	0	.0	1	1.3	3	3.2	2	2.6
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0	76	100.0
Recid_1yr													
casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	160	98.2	160	95.8	158	96.3	185	97.9	184	96.8	120	96.0
	Yes	3	1.8	7	4.2	6	3.7	4	2.1	6	3.2	5	4.0
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0	125	100.0
Supervised Release	No	78	91.8	80	94.1	78	97.5	76	95.0	87	92.6	74	97.4
	Yes	7	8.2	5	5.9	2	2.5	4	5.0	7	7.4	2	2.6
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0	76	100.0
Recid_2yrs													
casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	153	93.9	158	94.6	153	93.3	179	94.7	175	92.1	117	93.6
	Yes	10	6.1	9	5.4	11	6.7	10	5.3	15	7.9	8	6.4
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0	125	100.0
Supervised Release	No	71	83.5	75	88.2	73	91.3	71	88.8	81	86.2	67	88.2
	Yes	14	16.5	10	11.8	7	8.8	9	11.3	13	13.8	9	11.8
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0	76	100.0
Recid_3yrs													
casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	144	88.3	155	92.8	149	90.9	171	90.5	168	88.4	114	91.2
	Yes	19	11.7	12	7.2	15	9.1	18	9.5	22	11.6	11	8.8
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0	125	100.0
Supervised Release	No	69	81.2	70	82.4	71	88.8	69	86.3	79	84.0	64	84.2
	Yes	16	18.8	15	17.6	9	11.3	11	13.8	15	16.0	12	15.8
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0	76	100.0

Clay County Highway Department Performance Measures Standards

Hours to Plow complete system during a snow event:		Average Bridge Sufficiency Rating	
Year	Hours	Year	Rating
2011 - 2012	12	2014	92.69
2012 - 2013	12	2015	91.75
2013 - 2014	12	2016	93.00
2014 - 2015	12	2017	93.4
2015 - 2016	12		
2016 - 2017	12		

Average Clay County Pavement Condition Rating			
Year	Ride Quality Index (RQI)	Surface Rating (SR)	Pavement Quality Index (PQI)
2011 - 2012	2.70	3.30	2.90
2012 - 2013	2.57	3.43	2.93
2013 - 2014	2.24	3.33	2.64
2014 - 2015	2.09	3.28	2.44
2015 - 2016	2.00	3.20	2.52
2016 - 2017	1.90	3.00	2.29

MN/DOT Pavement Condition Indices		
Index Name	Pavement Attribute Measured by Index	Rating Scale
Ride Quality Index (RQI)	Pavement Roughness	0.0 - 5.0
Surface Rating (SR)	Pavement Distress	0.0 - 4.0
Pavement Quality Index (PQI)	Overall Pavement Quality	0.0 - 4.5

Public Health Rankings for Minnesota

Ref: www.countyhealthrankings.org

Ranking out of 87 Counties

2017 Population = 62,324

	2011 Clay County	2012 Clay County	2013 Clay County	2014 Clay County	2015 Clay County	2016 Clay County	2017 Clay County
Health Outcomes	71	64	43	51	57	62	65
Premature death before age 75 (per 100,000)	6459	6427	5097	5097	5563	5900	5700
% of live births with low birthweight	7.3%	6.9%	6.7%	6.7%	6.7%	7.0%	7.0%
Health Factors	22	22	32	20	22	14	23
% of Adult Smokers	19%	18%	17%	17%	17%	16%	16%
% of Adults reporting BMI of 30 or more	28%	30%	30%	31%	30%	28%	28%
% of people reporting Excessive/Binge Drinking	22%	20%	21%	23%	23%	23%	23%
Alcohol -impaired driving deaths (%)				14%	22%	25%	42%
Teen Births Age 15-19 (Per 1000)	15	16	16	15	15	14	13
Clinical Care	22	23	23	24	18	23	16
% of persons under age 65 without health insurance	11%	11%	9%	9%	8%	9%	6%
Ratio of Primary care physicians to population	3981 : 1	3981 : 1	4550 : 1	3738 : 1	3760 : 1	3790 : 1	3400:1
Social and Economic Factors	18	17	31	21	21	18	19
% High School Graduation	85%	78%	75%	79%	77%	82%	82%
% of adults 25 - 44 with some college	75.1%	73.5%	73.6%	73.1%	73.2%	75.0%	76.0%
% Unemployment	4.9%	4.8%	5.0%	4.2%	3.7%	3.3%	3.1%
% of Children in Poverty (Under age 18)	13%	15%	17%	13%	13%	15%	13%
% of Children in single-parent households	29%	26%	27%	27%	25%	23%	23%

Demographics

	Clay County, MN	Minnesota
Population	61,286	5,489,594
% below 18 years of age	23.50%	23.40%
% 65 and older	12.80%	14.70%
% Non-Hispanic African American	1.80%	5.80%
% American Indian and Alaskan Native	1.60%	1.30%
% Asian	1.40%	4.90%
% Native Hawaiian/Other Pacific Islander	0.10%	0.10%
% Hispanic	4.20%	5.20%
% Non-Hispanic white	89.30%	81.00%
% not proficient in English	1.00%	2.00%
% Females	50.80%	50.30%
% Rural	27.90%	26.70%

Social Services:

Of all children who were victims of substantiated child abuse and/or neglect during the reporting period, what percentage had a subsequent substantiated allegation within twelve months?

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Substantiated Victims of Maltreatment.	40	58	35	136	125	24
No recurrence within 12 months.	37	55	34	123	122 (97.6%)	23 (95.8)
Recurrence within 12 months.	3	3	1	13	3 (2.4%)	1 (4.2)

Work Participation Rate among MFIP and DWP recipients:

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Percent of Participation	42.50%	51.90%	44.70%	39.6%	31.35%	35.10%

Child Support Cost Effectiveness:

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Cost Effectiveness for every dollar spent:	\$5.72	\$5.73	\$5.84	5.35%	\$5.06	\$4.86

Enclosure 6

Auditor-Treasurer						
Name	2012	2013	2014	2015	2016	2017
Bond Rating	AA	AA	AA	AA	AA	AA
Debt service levy per capita	11.43	11.38	19.84	19.45	20.27	19.11
Outstanding debt per capita	185.05	361.93	318.07	265.13	372.25	948.46

Assessor - Level of Assessment Ratio

Type of Property	Median Ratio										
	2007	2008	2009	2010	2011	A2012*	A2013	A2014	A2015	A2016	A2017
Residential/SRR Aggregation	94.3%	95.4%	96.5%	93.9%	97.8%	97.2%	97.4%	92.4%	95.8%	94.6%	94.74%
Residential/SRR off water	94.3%	95.3%	96.5%	93.9%	97.8%		97.4%	92.4%	95.8%	94.6%	94.73%
Residential/SRR on water	NA	103.8%	75.8%	NA	86.0%	85.8%	105.8%	NA	96.1%	94.1%	98.61%
Apartment	85.7%	87.5%	87.6%	93.9%	93.8%	89.5%	100.9%	103.4%	98.8%	94.2%	95.77%
Commercial/Industrial	86.0%	87.2%	85.2%	99.9%	100.3%	88.3%	92.0%	100.1%	N/A		
Commercial only									99.5%	96.3%	95.92%
Ag/Rural > 34.5 Acres	NA	NA	85.4%	83.6%	91.9%		NA	NA	96.7%	93.5%	100.15%
2a/2b > 34.5 Acres	NA	NA	85.4%	83.6%	91.9%		NA	NA	N/A		
2a/2b > 34.5 Acres w/o water influence	NA	NA	85.4%	83.6%	91.9%		NA	NA	N/A		
2a Agricultural	NA	NA	79.5%	82.9%	93.5%	83.0%	NA	NA	N/A		
2b Rural Vacant 34.5 or more	NA	NA	NA	88.8%	NA		NA	88.3%	90.6%	102.9%	83.48%
2a/2b Bare Land	NA	NA	81.3%	82.9%	93.5%		NA	92.9%	N/A		100.15%
2a Agricultural Bare Land	NA	NA	79.5%	82.9%	95.4%		NA	NA	N/A		
2b Rural Vacant Bare Land	NA	NA	NA	88.8%	NA		NA	NA	N/A		
2b/2c >34.5 Acres	NA	NA	NA	88.8%	NA		NA	NA	N/A		
Total Ag/Rural < 34.5 Acres	NA	NA	87.1%	136.8%	85.8%		NA	NA	N/A		
2a/2b < 34.5 Acres	NA	NA	87.1%	136.8%	85.8%		NA	NA	N/A		
2a Agricultural < 34.5 Acres	NA	NA	107.5%	136.8%	125.8%		NA	NA	N/A		
2a/2b Bare Land < 34.5 Acres	NA	NA	NA	136.8%	169.8%		NA	NA	N/A		
2a Agricultural Bare Land <34.5 Acres	NA	NA	NA	136.8%	169.8%		NA	NA	N/A		
Agricultural	NA	NA	NA	NA	NA	83.0%	98.6%	NA	N/A		
Timber Seas & Ag	NA	NA	NA	NA	NA	83.0%	98.6%	NA	N/A		
Ag Improved/Unimproved (34.5+) Aggregation	NA	NA	NA	NA	NA		NA	93.0%	97.2%	93.5%	100.16%

* This was the year the DOR didn't have current data to set ratios

Elections	
<u>Accuracy of post-election audit (% of ballots counted accurately)</u>	
<u>Year</u>	<u>Percent</u>
2011	No elections held this year
2012	100%
2013	No elections held this year
2014	100%
2015	No elections held this year
2016	100%
2017	No elections held this year

Veteran Services										
Clay County										
Federal dollars Distributed - Clay County - (\$000)										
Year	Veteran Population	Total Expenditure	Compensation & Pension	Construction	Ed & Vocational Rehab Employment	Loan Guaranty #	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients
2013	4150	\$33,302	\$12,149	\$0	\$1,732	\$0	\$0	\$284	\$19,137	\$1,639
2014	4304	\$35,598	\$13,807	\$0	\$1,840	\$0	\$0	\$289	\$19,662	\$1,684
2015	3270	34,413	\$13,806	\$0	\$1,740			\$512	\$18,356	\$1,674
2016	3108	\$37,348	\$15,578	\$0	\$2,021	\$0	\$0	\$667	19,081	\$1,681
2017	3258	\$37,348	\$17,066	\$0	\$2,021	\$0	\$0	\$667	\$19,081	\$1,681

State Soldiers Assistance Program \$\$		MACV Funds Received	Volunteer Hours for the VSO Office	
Year	Dollar Amount	\$\$ Amount	Year	# of Hours
2013	\$97,770		2011	1444
2014	\$66,701	\$18,300	2012	1360
2015	\$109,866	\$23,293	2013	1333
2016	\$68,365	\$22,236	2014	1368
2017	\$41,371	\$12,416	2015	1346
			2016	1408
			2017	1209

Unemployment Rates for Veterans Compared with General Population			
Year	Clay County General Unemployment Rate	Clay County Vet Unemployment Rate	MN Unemployment Rate
2009 - 2013	4.42%	2.76%	5.80%
2008 - 2012	4.50%	2.70%	5.70%
2012 - 2015	4.10%	2.80%	5.20%
2016	3.60%	1.30%	3.70%
2017	2.60%	0.7%	3.90%

2009 - 2017 Veterans Population Breakdown							
Years	Population	Veterans	Veterans (%)	Male Vets	Male Vets (%)	Female Vets	Female Vets (%)
2009-2013	59,638	3,423	5.7	3,262	95.3	161	4.7
2008-2012	58937	3602	6.1	3421	95.0	181	5.0
2012-2015	60,249	3,270	5.40%	3,053	93.40%	217	6.60%
2016	60,879	3,108	5.10%	2,907	93.50%	201	6.50%
2017	61,402	3,258	5.30%	3,047	93.50%	211	6.50%

Enclosure 9

Recorder Compliance Rating	
Year	Compliance Percentage
2012	97.89%
2013	95.39%
2014	100%
2015	96.92%
2016	100%
2017	100%

Lake Agassiz Regional Library System			
<u>Year</u>	<u>Total Visits</u>	<u>County Population</u>	<u>Visits/1000 residents</u>
2011	352833	58999	5980
2012	328354	60118	5462
2013	321399	60118	5346
2014	288626	60426	4777
2015	292344	61196	4777
2016	271830	62181	4372
2017	241397	62866	3840

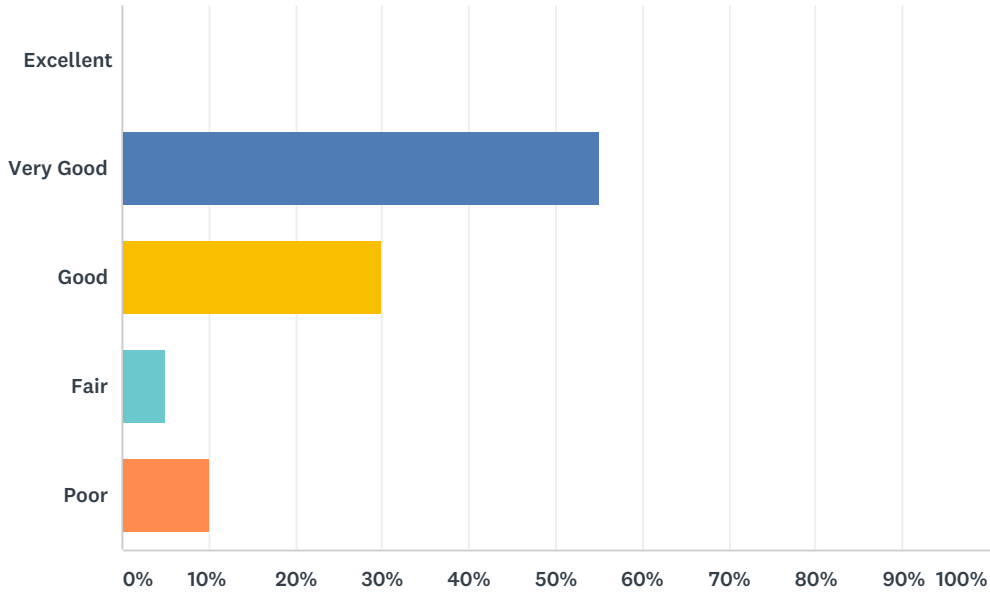
Enclosure 11

Environment					
Name	2013	2014	2015	2016	2017
Recycling Rate (%)	36%	Not Yet Published	34%	30%	27.00%
Pounds of Electronics Recycled		326,715	228,290	343,080	325,000
Pounds of Hazardous waste Collected (Gal.)		9,126	10,414	10,341	10,706
2014 first year reporting					

Standard Performance Measurement Program Survey

Q1 How would you rate your overall quality of life in Clay County?

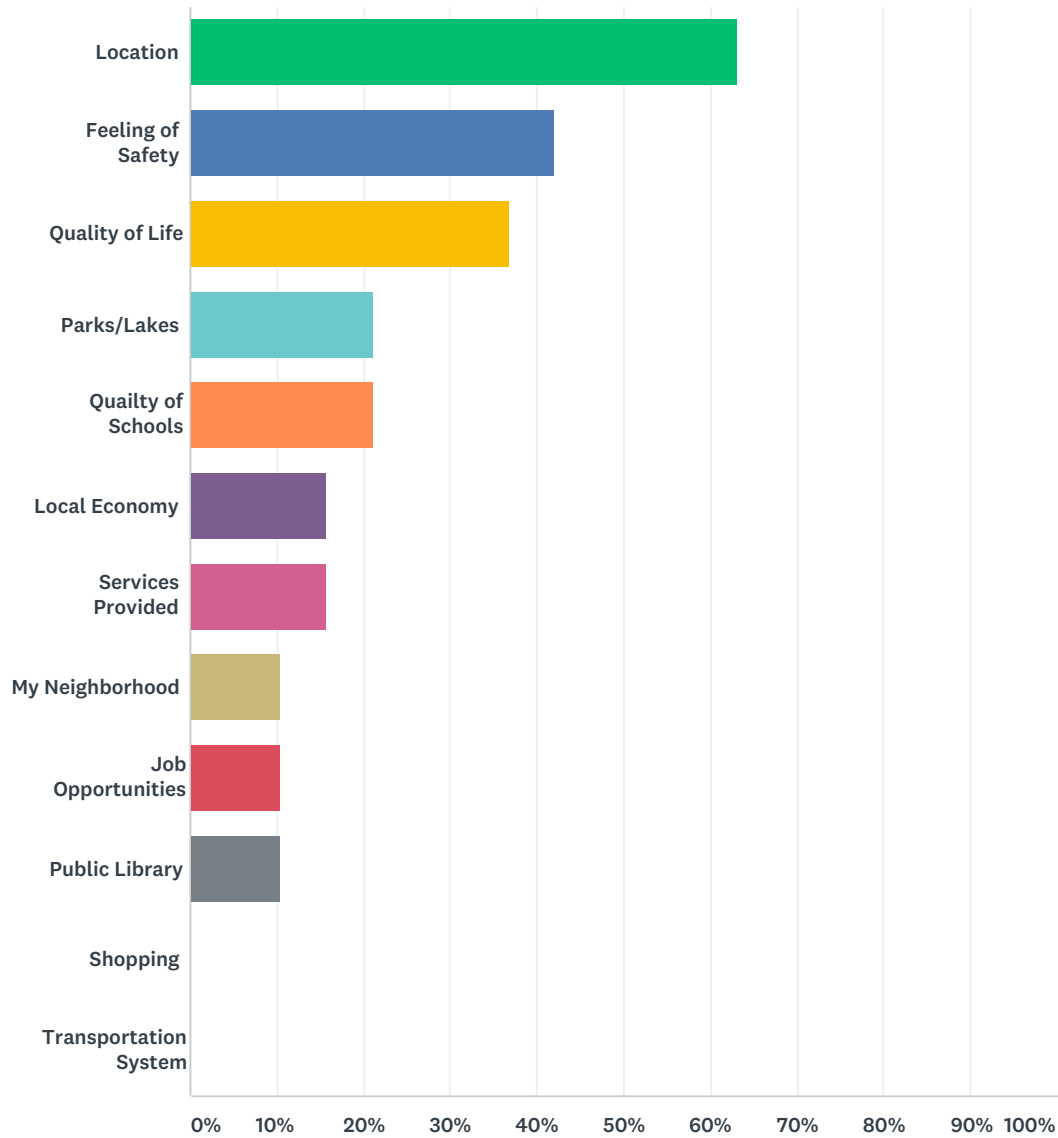
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	0.00%	0
Very Good	55.00%	11
Good	30.00%	6
Fair	5.00%	1
Poor	10.00%	2
TOTAL		20

Q2 What are the best things about living in Clay County? (Select all that apply.)

Answered: 19 Skipped: 1

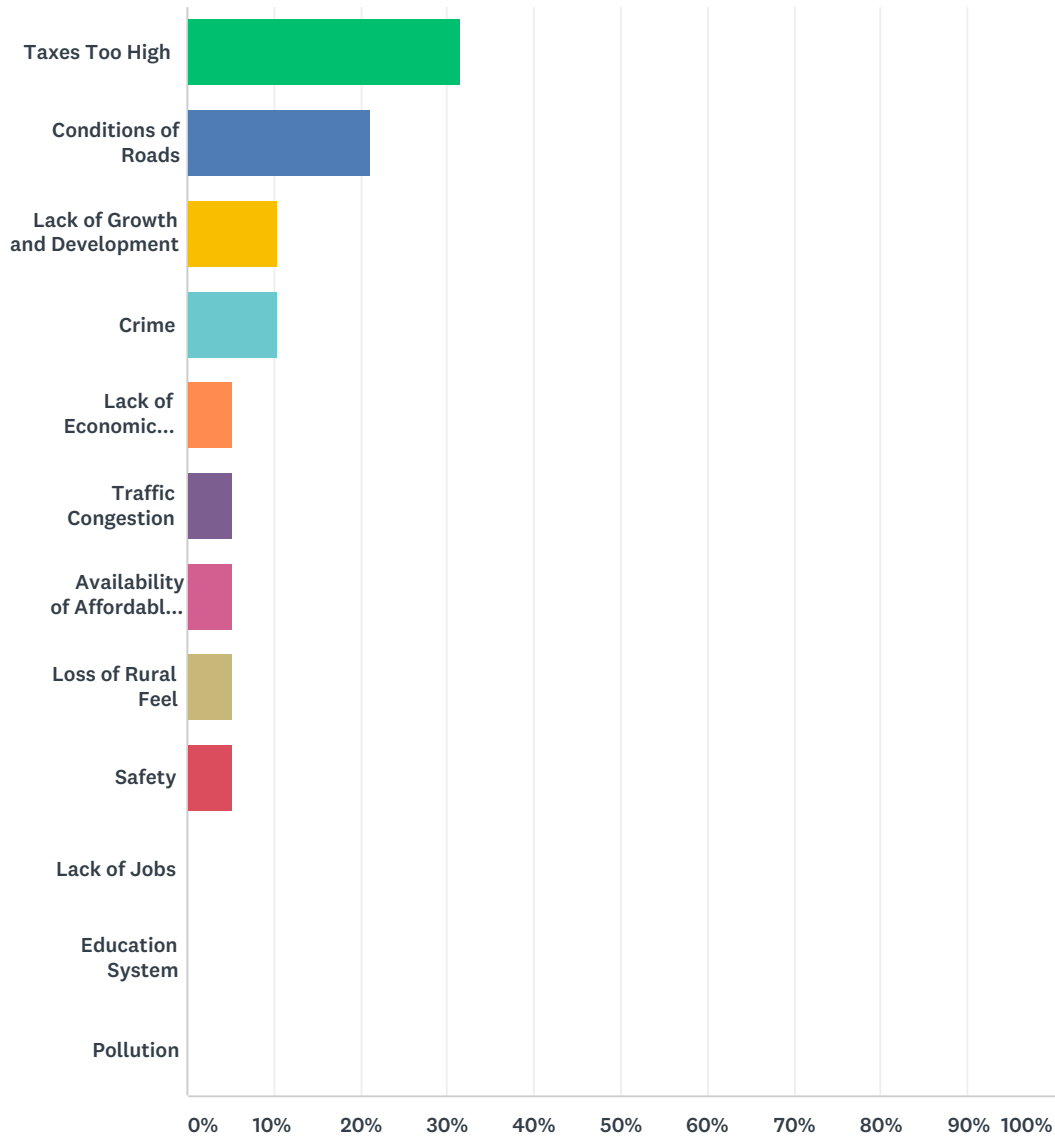


ANSWER CHOICES	RESPONSES	
Location	63.16%	12
Feeling of Safety	42.11%	8
Quality of Life	36.84%	7
Parks/Lakes	21.05%	4
Quality of Schools	21.05%	4
Local Economy	15.79%	3
Services Provided	15.79%	3

My Neighborhood	10.53%	2
Job Opportunities	10.53%	2
Public Library	10.53%	2
Shopping	0.00%	0
Transportation System	0.00%	0
Total Respondents: 19		

Q3 What do you feel is the most serious issue facing Clay County at thistime?

Answered: 19 Skipped: 1

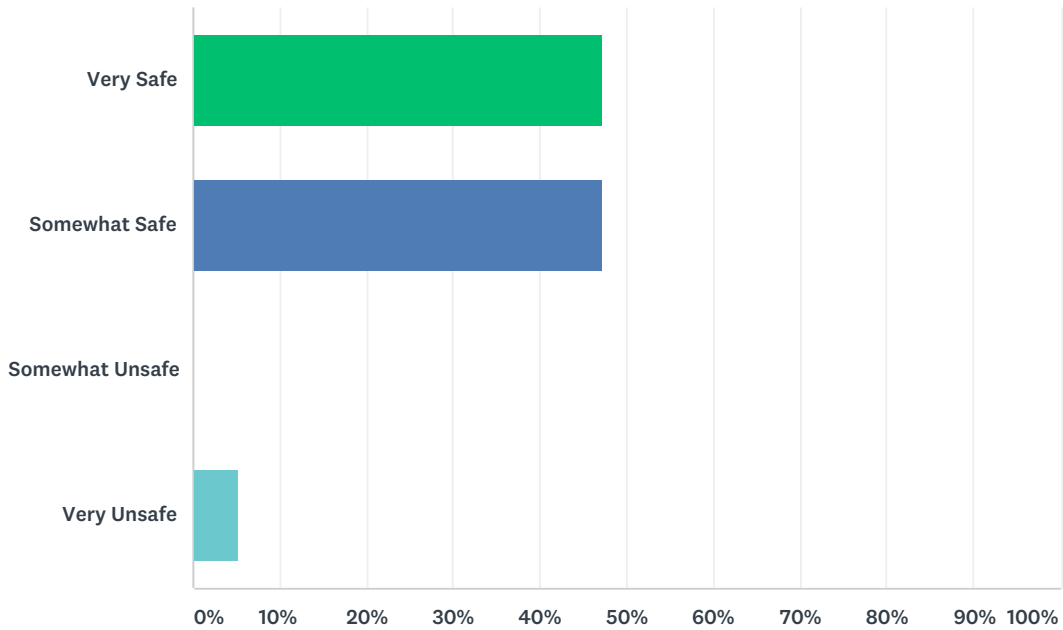


ANSWER CHOICES	RESPONSES	
Taxes Too High	31.58%	6
Conditions of Roads	21.05%	4
Lack of Growth and Development	10.53%	2
Crime	10.53%	2
Lack of Economic Development	5.26%	1
Traffic Congestion	5.26%	1
Availability of Affordable Housing	5.26%	1

Loss of Rural Feel	5.26%	1
Safety	5.26%	1
Lack of Jobs	0.00%	0
Education System	0.00%	0
Pollution	0.00%	0
TOTAL		19

Q4 Please rate how safe or unsafe you feel in Clay County.

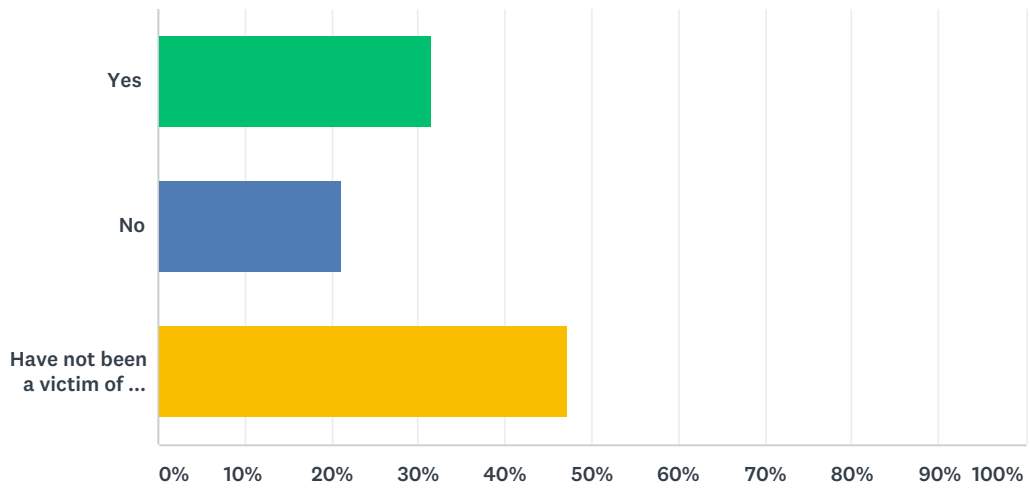
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES
Very Safe	47.37% 9
Somewhat Safe	47.37% 9
Somewhat Unsafe	0.00% 0
Very Unsafe	5.26% 1
TOTAL	19

Q5 If you have ever been a victim of a crime, did you call law enforcement?

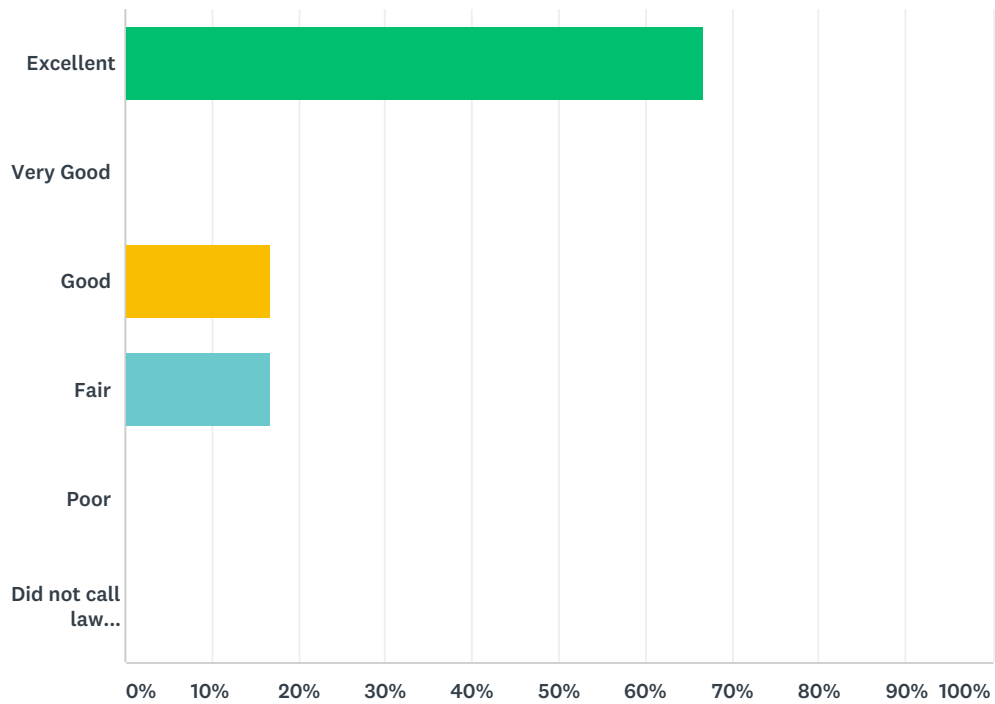
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	31.58%	6
No	21.05%	4
Have not been a victim of a crime.	47.37%	9
TOTAL		19

Q6 If law enforcement was dispatched, how would you rate their response time?

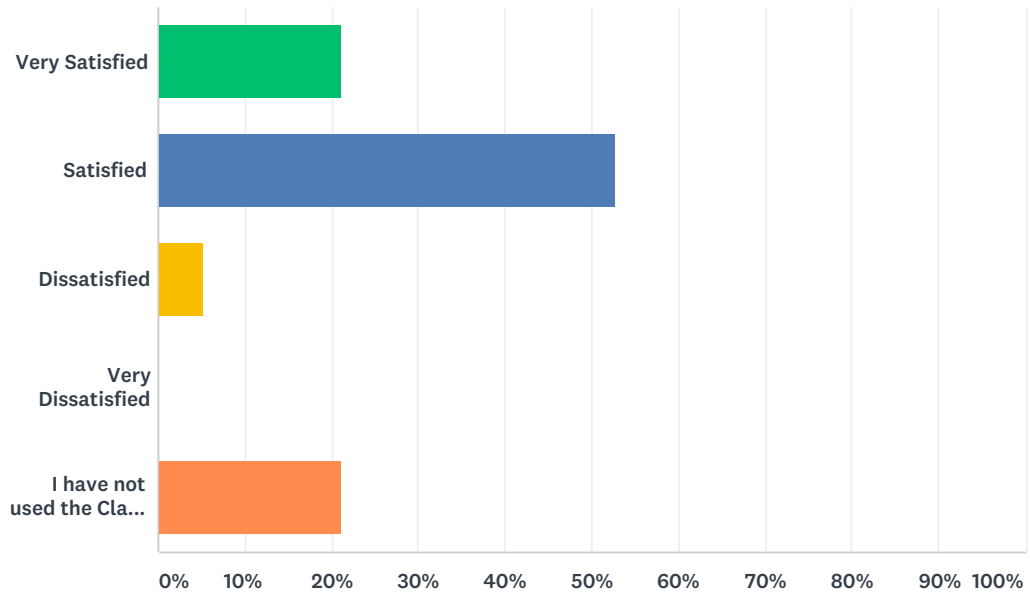
Answered: 6 Skipped: 14



ANSWER CHOICES	RESPONSES	
Excellent	66.67%	4
Very Good	0.00%	0
Good	16.67%	1
Fair	16.67%	1
Poor	0.00%	0
Did not call law enforcement.	0.00%	0
TOTAL		6

Q7 How satisfied are you with the Clay County Sheriff Department?

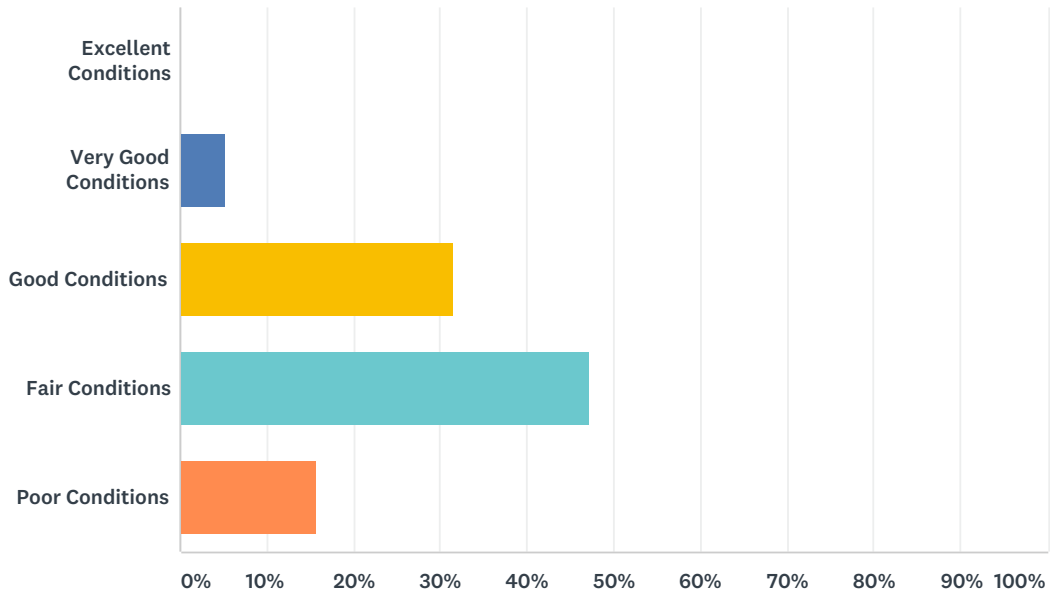
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Satisfied	21.05%	4
Satisfied	52.63%	10
Dissatisfied	5.26%	1
Very Dissatisfied	0.00%	0
I have not used the Clay County Sheriff Department	21.05%	4
TOTAL		19

Q8 How would you rate the road conditions within the county?

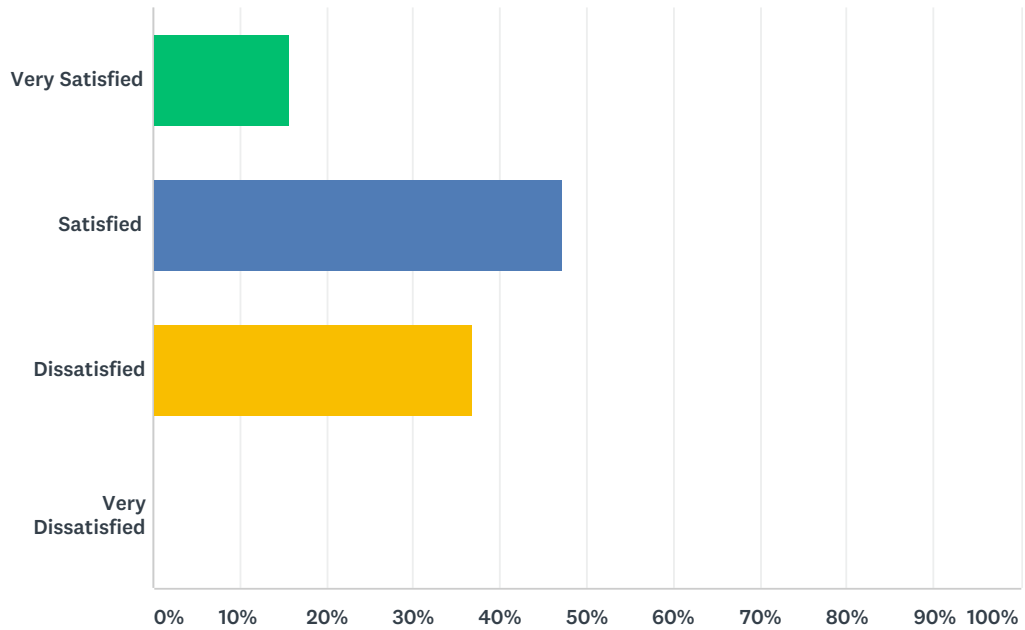
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent Conditions	0.00%	0
Very Good Conditions	5.26%	1
Good Conditions	31.58%	6
Fair Conditions	47.37%	9
Poor Conditions	15.79%	3
TOTAL		19

Q9 How satisfied are you with snow removal in the winter?

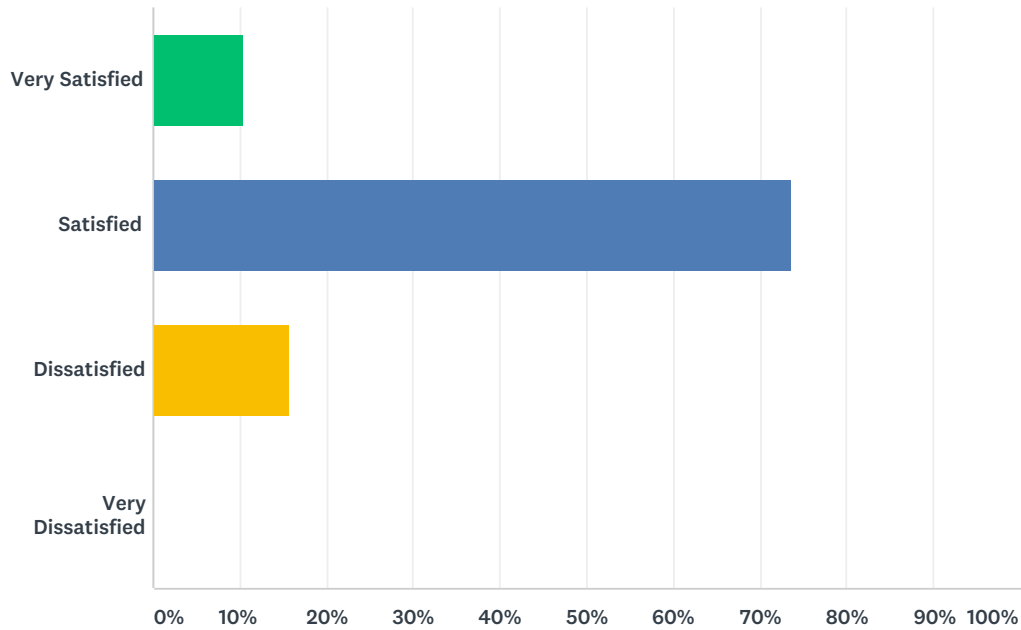
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES
Very Satisfied	15.79% 3
Satisfied	47.37% 9
Dissatisfied	36.84% 7
Very Dissatisfied	0.00% 0
TOTAL	19

Q10 How satisfied are you with weed and grass control in the summer?

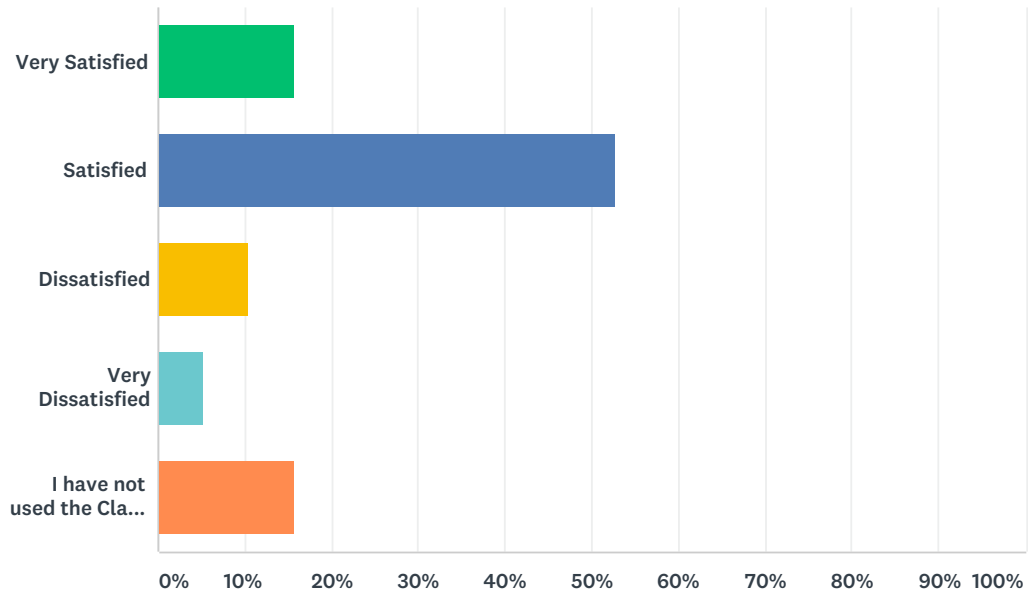
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES
Very Satisfied	10.53% 2
Satisfied	73.68% 14
Dissatisfied	15.79% 3
Very Dissatisfied	0.00% 0
TOTAL	19

Q11 How satisfied are you with the Clay County Highway Department?

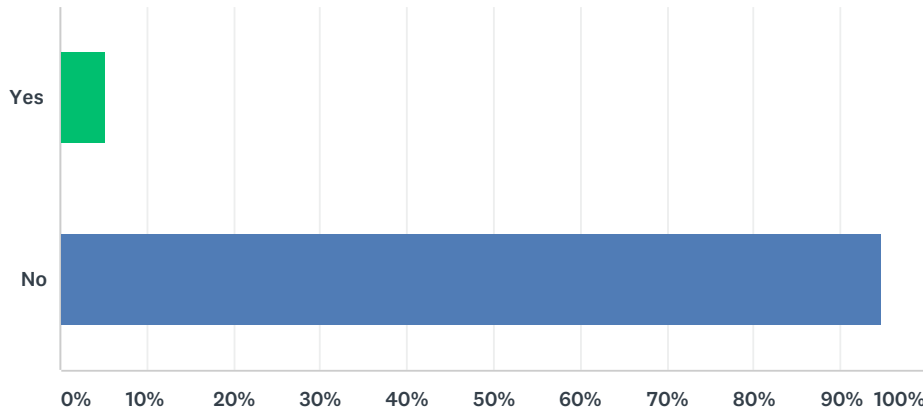
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Satisfied	15.79%	3
Satisfied	52.63%	10
Dissatisfied	10.53%	2
Very Dissatisfied	5.26%	1
I have not used the Clay County Highway Department services.	15.79%	3
TOTAL		19

Q12 Have you used any of the Clay County Public Health services within the past two years?

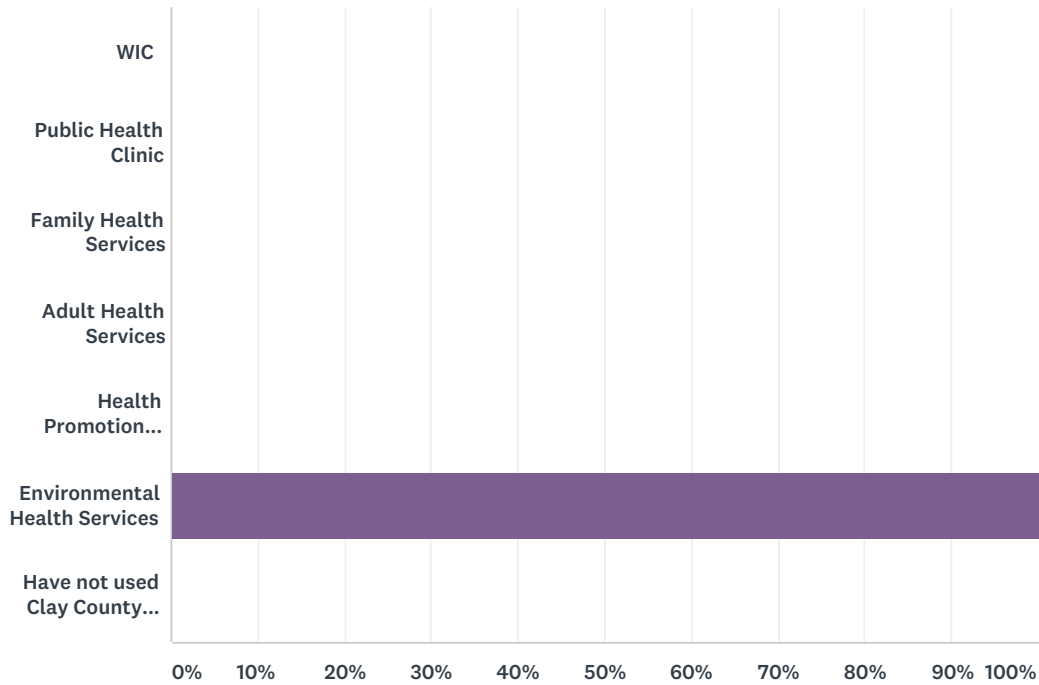
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	5.26%	1
No	94.74%	18
TOTAL		19

Q13 If you have used Clay County Public Health, what services have you used? (select all that apply)

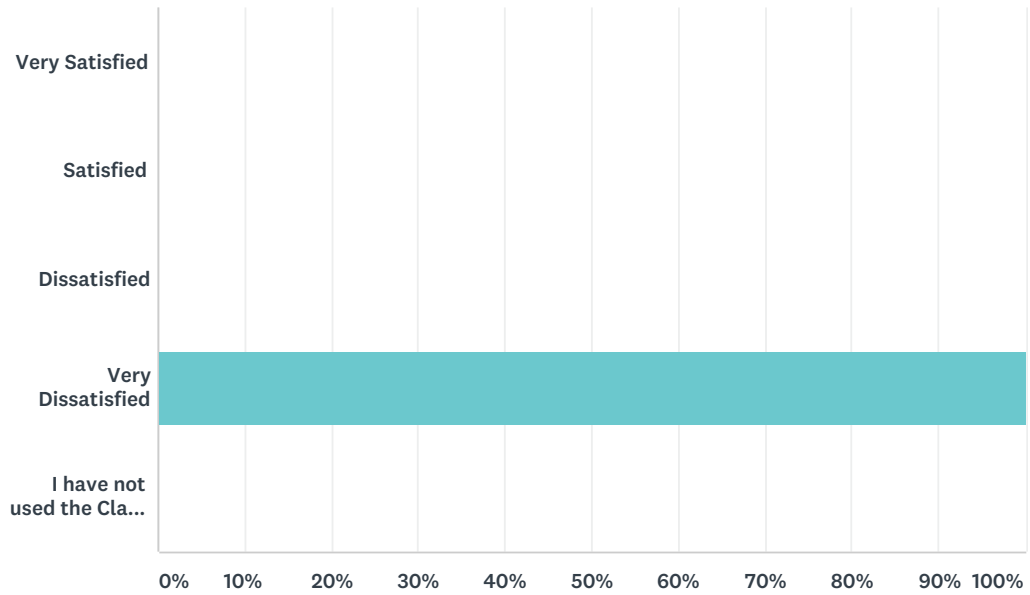
Answered: 1 Skipped: 19



ANSWER CHOICES	RESPONSES	
WIC	0.00%	0
Public Health Clinic	0.00%	0
Family Health Services	0.00%	0
Adult Health Services	0.00%	0
Health Promotion Activities	0.00%	0
Environmental Health Services	100.00%	1
Have not used Clay County Public Health services	0.00%	0
Total Respondents: 1		

Q14 How satisfied are you with the Clay County Public Health system?

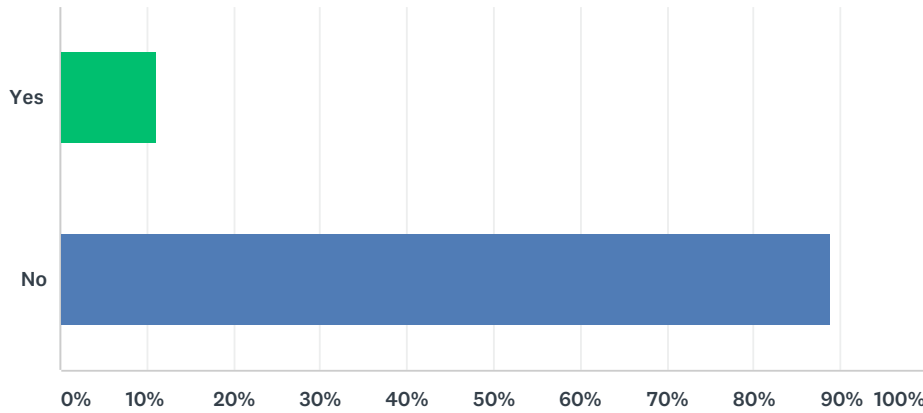
Answered: 1 Skipped: 19



ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	0.00%	0
Dissatisfied	0.00%	0
Very Dissatisfied	100.00%	1
I have not used the Clay County Public Health Department services.	0.00%	0
TOTAL		1

Q15 Have you used the Clay County Veterans Service Office in the past two years?

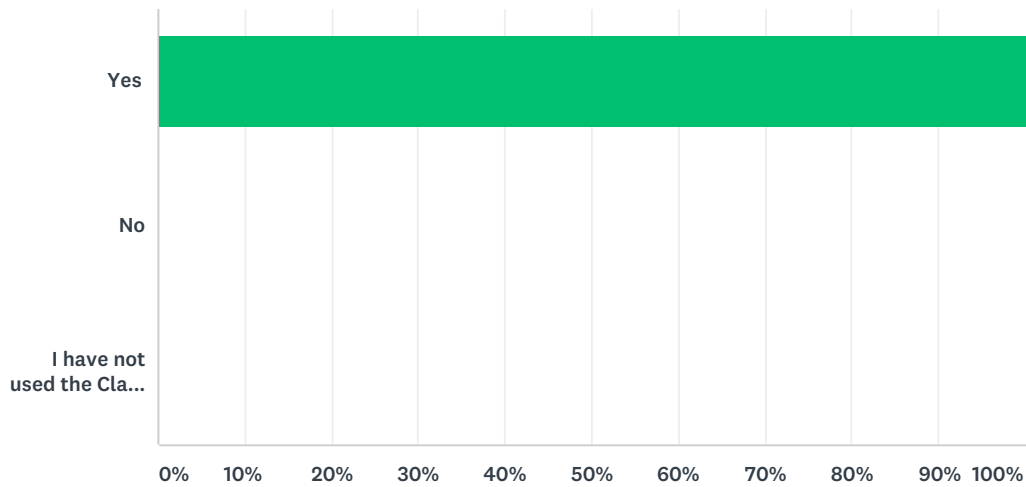
Answered: 18 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	11.11%	2
No	88.89%	16
TOTAL		18

Q16 During your visit to the Clay County Veterans Service Office, did you receive the answers and/or information that you were requesting?

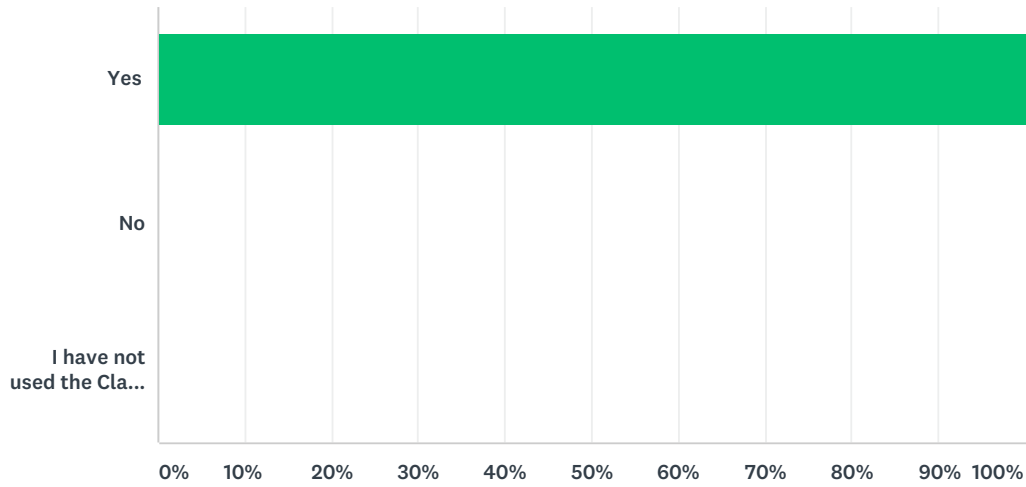
Answered: 2 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	100.00%	2
No	0.00%	0
I have not used the Clay County Veterans Service Office services.	0.00%	0
TOTAL		2

Q17 Did the Clay County Veterans Service Office appear to understand your inquiry?

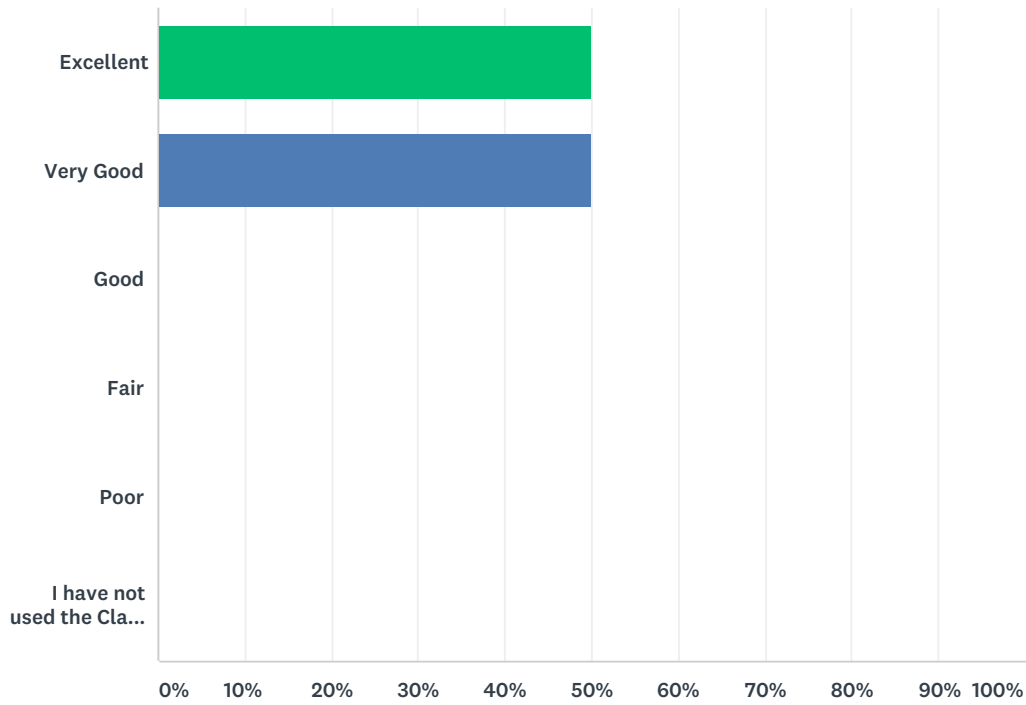
Answered: 2 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	100.00%	2
No	0.00%	0
I have not used the Clay County Veterans Service Office services.	0.00%	0
TOTAL		2

Q18 Please rate the level of service you received from your Clay County Veterans Service Office in resolving your issues or answering your questions:

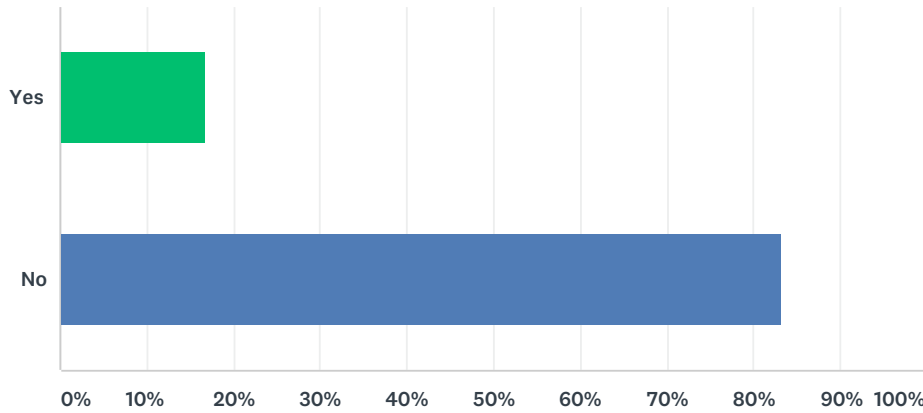
Answered: 2 Skipped: 18



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	1
Very Good	50.00%	1
Good	0.00%	0
Fair	0.00%	0
Poor	0.00%	0
I have not used the Clay County Veterans Service Office services.	0.00%	0
TOTAL		2

Q19 Have you used any of the Clay County Social Services programs within the past two years?

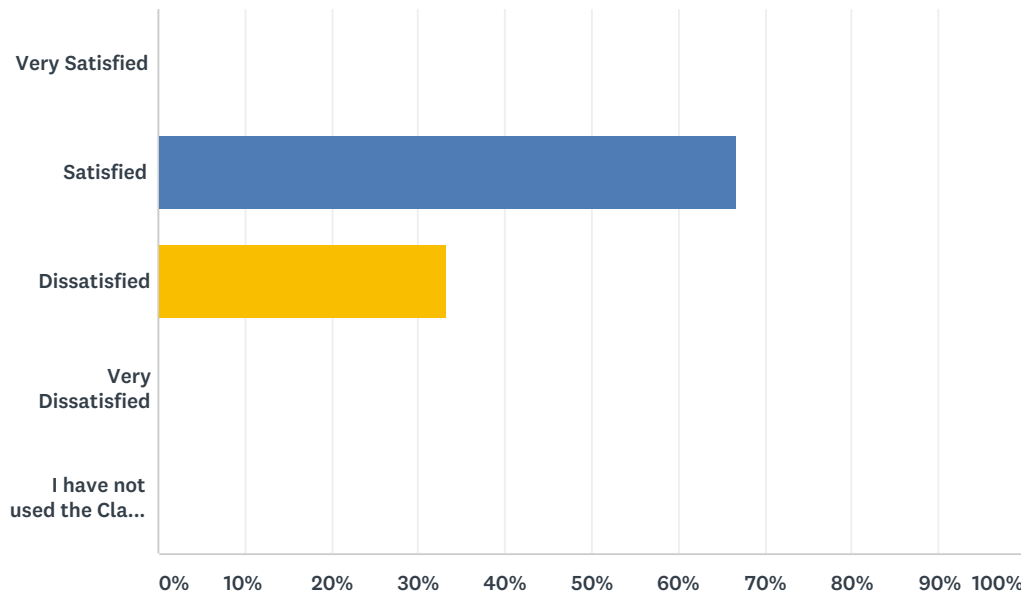
Answered: 18 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	16.67%	3
No	83.33%	15
TOTAL		18

Q20 How satisfied were you with the services you received from the Clay County Social Services Department?

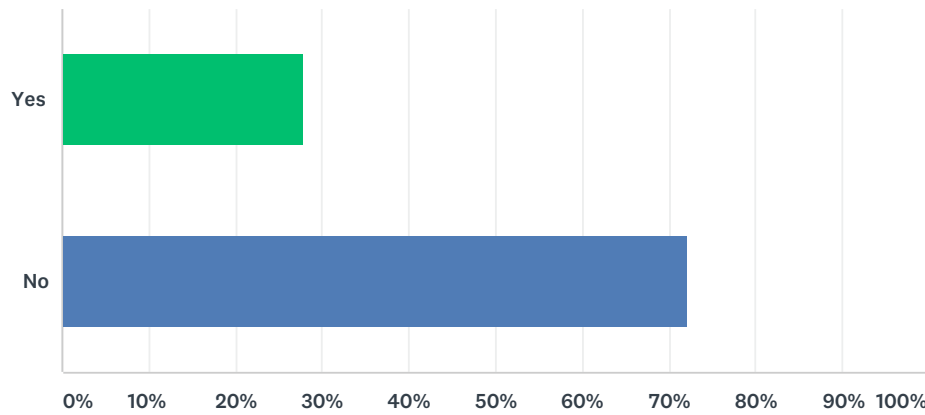
Answered: 3 Skipped: 17



ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	66.67%	2
Dissatisfied	33.33%	1
Very Dissatisfied	0.00%	0
I have not used the Clay County Social Services Office.	0.00%	0
TOTAL		3

Q21 Have you visited one of Clay County's Lake Agassiz libraries in the last two years?

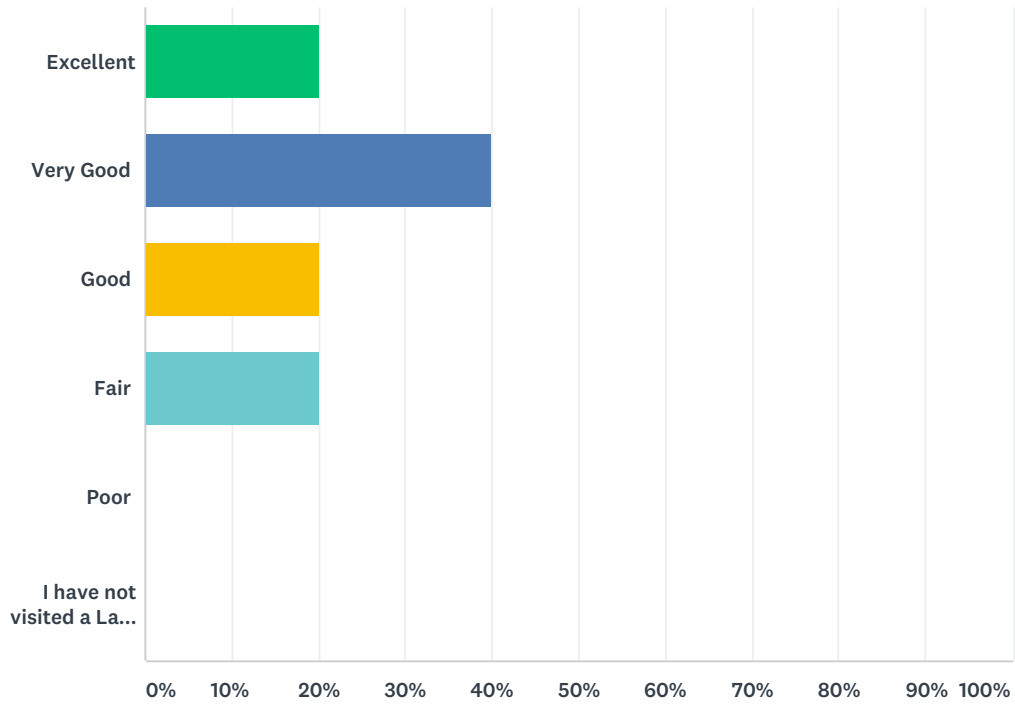
Answered: 18 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	27.78%	5
No	72.22%	13
TOTAL		18

Q22 How would you rate the Lake Agassiz facilites and services?

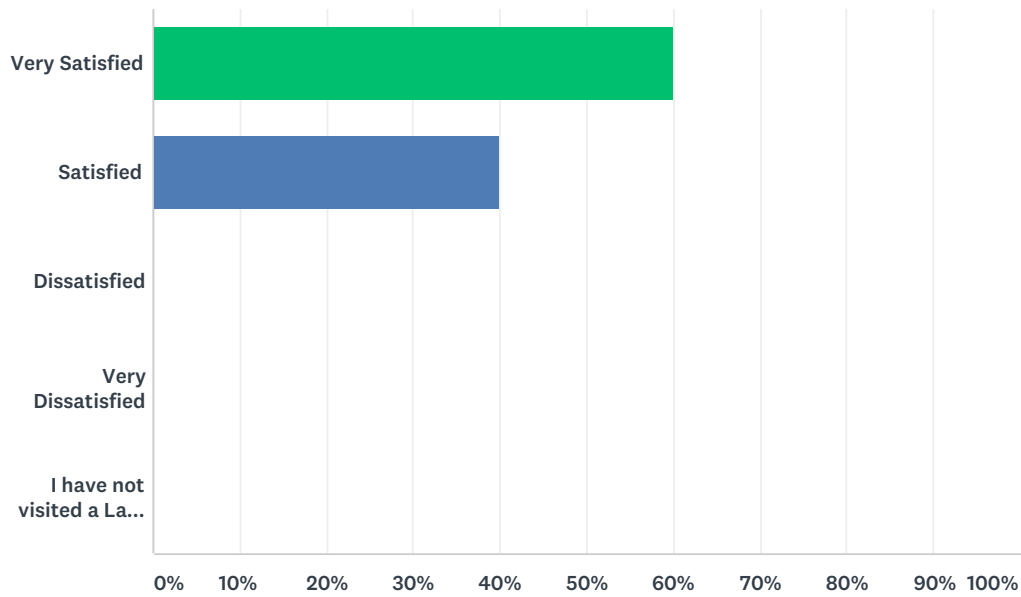
Answered: 5 Skipped: 15



ANSWER CHOICES	RESPONSES	
Excellent	20.00%	1
Very Good	40.00%	2
Good	20.00%	1
Fair	20.00%	1
Poor	0.00%	0
I have not visited a Lake Agassiz Regional Library.	0.00%	0
TOTAL		5

Q23 Were you satified with the quality of service you received from the Lake Agassiz Library staff?

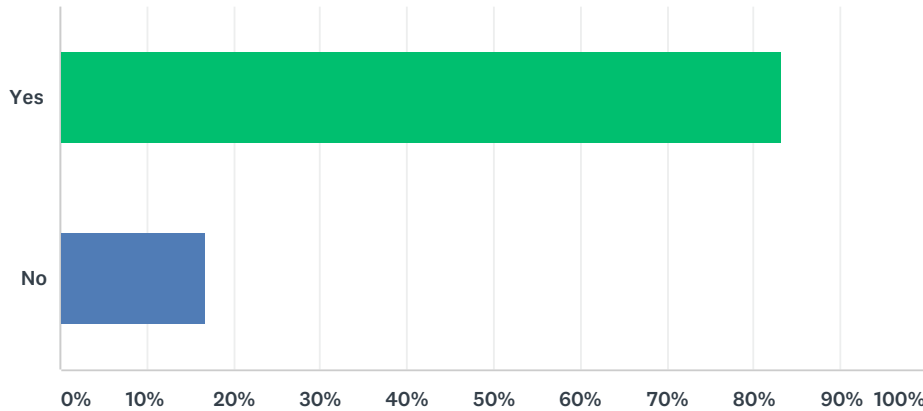
Answered: 5 Skipped: 15



ANSWER CHOICES	RESPONSES	
Very Satisfied	60.00%	3
Satisfied	40.00%	2
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
I have not visited a Lake Agassiz Regional Library.	0.00%	0
TOTAL		5

Q24 Have you used the services provided by the Motor Vehicle Department in Clay County? (License plates, tabs, vehicle transfers, new vehicle and out-of-state registrations, boat, snowmobile, all-terrain, motorcycle and trailer licensing. Driver's licensing includes driver's license renewals, name and address changes, identification cards and instruction permits.)

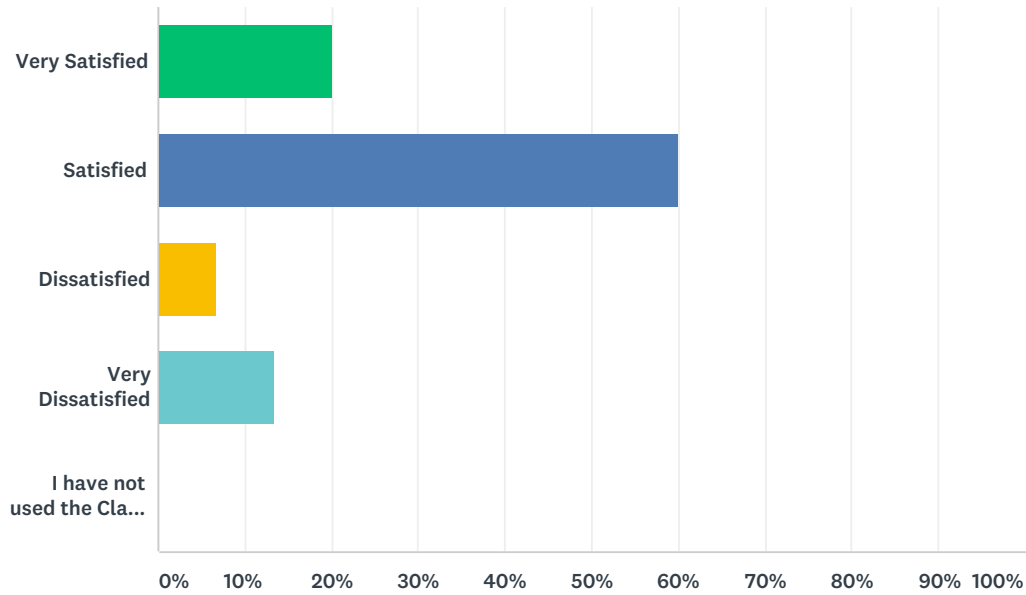
Answered: 18 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	83.33%	15
No	16.67%	3
TOTAL		18

Q25 Were you satisfied with the service you received by the Clay County Motor Vehicle Department staff?

Answered: 15 Skipped: 5



ANSWER CHOICES	RESPONSES
Very Satisfied	20.00% 3
Satisfied	60.00% 9
Dissatisfied	6.67% 1
Very Dissatisfied	13.33% 2
I have not used the Clay County Motor Vehicle Department services.	0.00% 0
TOTAL	15

Q26 Comments:

Answered: 0 Skipped: 20